

Vectorworks Service Select Software Service Agreement

Frequently Asked Questions

What is Vectorworks Service Select?

Vectorworks Service Select is a Software Service Agreement (SSA) that is available for purchase with your Vectorworks software. The SSA helps you to make the most of your investment, by giving you added value both in pricing and in additional services.

What are the benefits of Vectorworks Service Select?

- Best Possible Price and Value. Guaranteed
- Automatic and Hassle Free Software Upgrades
- Exclusive On-Demand Learning
- VIP Access to New Libraries, Textures, Plug-ins, and Templates
- Discounts on Training and Services offered by Partners
- Priority Technical Support
- Easy Account Management

What does priority phone support mean?

Priority Technical Support is VIP telephone support via a Toll Free 800 number. This will allow you to bypass our standard tech support queue so that your call will receive priority treatment. You will also receive a priority e-mail address to send files and inquiries to that will be handled in the same manner.

What are the differences in product support for Vectorworks Service Select vs. non-Vectorworks Service Select?

The difference is that phone and e-mail technical requests of Vectorworks Service Select customers are handled as priority over non-Vectorworks Service Select customers.

How many versions of Vectorworks software will I receive support for?

As a Vectorworks Service Select member, you receive software support for the two most current versions of the software. (ex. version 2010 and version 2011)

Who is entitled to receive support from a company?

A Vectorworks Service Select customer will assign a Contract Manager, and the Contract Manager may assign one person (called a tech support liaison) for every three licenses you own, maximum of three liaisons.

Nemetschek Vectorworks, Inc.
7150 Riverwood Drive
Columbia, MD 21046 USA

T 410-290-5114
F 410-290-8050

www.vectorworks.net

What is a Contract Manager? How do I decide who that is?

The Contract Manager is the person at your firm who you wish to assign as the administrator of your license, account, and portal users. Typically the Contract Manager is the person in your office that handles your IT/CAD needs.

What is “the portal”?

The portal is your one stop web site for your Vectorworks needs. You will have access to FREE libraries, textures, webinars, training, updates and much more. Access to the portal requires an individual login and password. The Contract Manager will be issued a login and password. The contract manager can request additional user logins from within the portal.

What’s the process of changing user access to the portal?

If you are in need of making changes to existing user logins, you can submit your request to edit, or delete a user by sending an e-mail to serviceselect@vectorworks.net

When upgrading or joining Vectorworks Service Select, can I upgrade and enroll one of my licenses, or do I have to upgrade and enroll all of my licenses?

Customers joining Vectorworks Service Select should enroll all of their licenses into the program. While we encourage customers to use the latest version of our software, we realize this is not always possible for many reasons. Upon approval by our license management team, we will permit customers to enroll only a portion of the licenses they own. We are happy to consider your request. Please inform your Vectorworks representative of your needs. Licenses owned, but not enrolled, are considered parked. Parked licenses and their assigned users are not entitled to the benefits of Vectorworks Service Select. Customers may un-park licenses at any time and you can add new licenses to the program as they are purchased.

What is a parked license?

A parked license is a license you own but that is not enrolled in Vectorworks Service Select. Parked licenses should be listed on your Agreement, and available for un-parking and upgrading in the future.

If I parked a license and want to un-park it, how do I do this?

To un-park a license, please contact your Account Manager to request this. The fee for un-parking a license will be the cost of upgrading that license to the current version, plus the pro-rated cost of Vectorworks Service Select for that license.

What happens to a parked license on my renewal date?

If you have a parked license during your renewal date, that license will remain on its current version and not be upgraded to the latest release.

I am ready to un-park a license that has passed my renewal date. What fees apply?

If you are ready to un-park a license past your renewal date, you will need to pay the cost of the upgrade of that license to the current version, plus a prorated cost of the Vectorworks Service Select for the license.

What happens if the Contract or support manager calls for technical support on park licenses?

We do not provide technical support for parked licenses, as they are not considered to be active licenses.

How are licenses added to Vectorworks Service Select after the fact?

You can purchase additional licenses at anytime from your Account Manager, who will then add the new licenses to your Vectorworks Service Select Agreement.

Are educational licenses eligible for Vectorworks Service Select?

No. Vectorworks Service Select is available to customers with professional licenses of Vectorworks software. Students have free licensing and their own portal. Educational Institutions can also access the student portal. An additional subscription program will be considered at a future date.

Do I get my money back if I choose to opt out in 30 days?

Presently, the same money back guarantee that is in effect for Vectorworks purchases (30 days) is in effect for Vectorworks Service Select. Customers who purchased Vectorworks Service Select with their Vectorworks software purchase will receive a refund for the amount paid for Vectorworks Service Select along with their refund for the returned software purchase during the 30-day period. Customers who purchased Vectorworks Service Select along with their Vectorworks software and wish to keep the software but cancel the Vectorworks Service Select during the 30-day period will receive a refund for the amount paid for the program, less any adjustments made to the cost of the software purchased associated with the purchase of Vectorworks Service Select.

What happens if software isn't released in a year?

We make no guarantee that a software update is released within a year. See section 1a of the Agreement. The scope and frequency of Updates being made available will

remain at the discretion of the Company. All Updates will be considered part of the software covered by the applicable End User License Agreement.

How do I cancel my Agreement?

90-days prior to your renewal date you must notify Nemetschek Vectorworks in writing that you would like to cancel your agreement. Please refer to your agreement section 2 for details. The Agreement will renew automatically unless terminated sooner by us, or unless either you or we notify the other in writing before the Deadline stating that this Agreement will not be renewed. The "Deadline" is the later of (i) 90-days prior to the first day of the next Agreement Year; or (ii) 30-days after we send you written notice of an increase in the Fee. This Agreement will terminate automatically if you violate any part of this Agreement.

What happens to my licenses if I cancel my Agreement?

If you choose to opt-out of the Agreement your licenses will remain active, but you will lose access to all other services specified in the Vectorworks Service Select Agreement. As your licenses will remain active, you will be able to upgrade them when you choose with future releases of Vectorworks software. Contact your Account Manager for the current upgrade cost.

Is this Agreement transferable?

No. Vectorworks Service Select Agreements are made between the purchasing company and Nemetschek Vectorworks. Please see section 7 of the Agreement. You may not assign, license, sell, lend, rent, lease or otherwise transfer this Agreement, or any portion thereof, without written permission from the Company.

Can I change my billing options?

Yes, please contact your Account Manager or our Customer Service to change any account details.

How will I know there is a change in fee?

You will receive advanced written notice from Nemetschek Vectorworks of a change in Fees. Please see section 4 of the Vectorworks Service Select Agreement.

"We may change the Fee during the course of this Agreement by providing you with advance written notice of the change, and all such changes to Fees will be effective on the first day of the next Agreement Year following our notice."

How do I cancel after my Agreement has been auto-renewed?

The Agreement cannot be cancelled after the renewal date has passed unless there has been a change in the Agreement fee. In which case, you will have 30 days from the time we send you written notice of an increase in fee to cancel.

“We may change the Fee during the course of this Agreement by providing you with advance written notice of the change, and all such changes to Fees will be effective on the first day of the next Agreement Year following our notice.”

Will I be notified about my upcoming renewal?

No. The Agreement is auto-renewed on your renewal date. We will, however, notify you prior to processing payment for your renewal.

What happens if my account information is stolen?

Your Contract Manager should contact Nemetschek Vectorworks immediately. We will then deactivate your current account and create new ones.

How do I apply for dongle replacement?

Please contact customer service to apply for dongle replacement.

- If your dongle was **stolen**, we will replace your dongle upon receipt of a police/fire department report stating that the dongle was lost due to theft or fire.
- If your dongle is **damaged/faulty**, we will replace the dongle after we have received the damaged/faulty dongle back from you.
- If you **lost** your Dongle, you are responsible for both the cost of the dongle and the cost of a new license.
- Free dongle replacement is limited to one dongle per firm per year.

When is the renewal date?

The renewal date is noted on your agreement and is typically 12 months after the 1st day of the month, following the effective date of your agreement. The length of time between the effective date and the renewal date can be longer than 12 months if requested and approved by our license management team. The cost of the initial period fees would reflect this change. Licenses added during the initial period of the agreement will have the same renewal date as the original license covered by the agreement. Licenses added after the effective date, but before the renewal date, would have pro-rated fees based on the renewal date listed in the agreement.

What about licenses I may add during the agreement period?

If you add additional licenses after the date you signed the Vectorworks Service Select Agreement, these licenses will not create a new renewal date but will keep the original renewal date established when the agreement was signed.